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Insurance Claims Manager

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Company: The Portfolio Group

Location: Manchester

Category: other-general

Portfolio are proud to be representing our client, a large insurance provider who were established in 1994 to offer legal expenses insurance support for the Peninsula Group's growing customer base of small and medium sized businesses. Since then, they have provided over 30 years' support, underwriting legal expenses risk for UK SMEs through the Peninsula Group. In 2021, they took the exciting decision to share our expertise with the wider Insurance market. As specialists in commercial liability insurance and legal expenses protection, we are committed to raising standards in the industry and providing flexible, market-leading products, services and advice to our expanding portfolio of coverholders. We are looking for a claims manager to analyse business performance, premium v's claims, paid out ratios, identify trends, create reports and deal with external insurance providers. If you have a background as a high-level or Technical Insurance claims handler, preferably within a Public or Employer Liability field, we would love to hear from you. Please apply today and we'll be in touch!

The Role

Handle in an accurate and timely manner the referral of large and complex claims and claims falling within the referral criteria of each program; and subsequently monitoring these referred claims in closer detail.

Report new claims and large loss movements to interested parties/reinsurers and management as required.

Maintain the flow of information with the actuarial team to ensure all necessary detail is provided to assist with the establishment of claim specific IBNRs at quarter end.

Oversee monthly analysis of claims performance of live programs with delegated authority and TPAs against expectations to ensure results are in line with forecasts.

Undertake claims due diligence reviews on new opportunities, which will include UK and overseas travel as required.

Follow up and resolve MGAs claims audits findings and actions with MGAs/TPAs, providing feedback to audit team.

Assist the Compliance Manager with claim related complaints.

Build and maintain relationships with external parties as applicable to each case.

Oversee performance of the entire Claims book, ensuring accurate reserving, control of indemnity spend, proactive claims management and excellent customer service for each product.

Regularly assess Claims resource and structure, plan for future requirements and manage Claims related recruitment activity.

Overall responsibility of ensuring Claims Quality Audit, Peer Review and other Claims governance processes are completed, fit for purpose and provide Irwell with the information required to continually improve.

Complete appraisals with Team Leader throughout the year and ensure quality feedback and support is provided to support their development, as well as supporting with complex people matters.

5+ years Technical Insurance Claims experience

A passionate, enthusiastic and organised Leader capable of managing high levels of activity across the various departments.

Able to quickly assimilate information and report in a clear and concise manner to stakeholders.

Quick thinking and confident in decision making.

Deliver on promises and build a reputation for excellence.

A good communicator with the ability to create strong relationships and influence others.

Set Up

Reporting to Head of Operations

Responsible for all Claims related activity within the business

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